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MonitorIT’s Configuration Guide for Citrix XenApp

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Citrix XenApp Monitoring Configuration Guide

These steps will take you through the configuration process to begin monitoring Citrix XenApp to automatically collect Server Farm Inventory, Session Data Collection, and Health Check Monitoring.

There are 3 main stages to configure MonitorIT for Citrix XenApp monitoring, which this guide will cover:

1. Deploy an agent to the XenApp Server
2. Enable XenApp Integration and Monitoring
3. Deploy agents to the remaining member servers

I. Deploy an Agent to the XenApp Server

Deploy an agent to the XenApp Server by using one of the following three agent deployment options:

A. Deploy the agent from MonitorIT Console:
   1. Go to: ‘Configure > Inventory’
   2. From the bottom of the screen, choose ‘Manage Agents’

   **Note:** After launching Manage Agents, Auto-discovery is checked by default in the lower left corner. Unless you have configured the virtual environment (if XenApp is virtualized) please accept the request for Auto-discovery.

   3. After discovery is performed, select the servers that you wish to deploy an agent to, using the check box on the left hand side of the screen

   **Note:** Checking the servers you wish to deploy the agent to will also make the ‘Install/Update Agents’ button appear at the bottom. However, you will still need to authenticate if deploying agents for the first time

   4. Select ‘Deployment Settings’
   5. Provide the Domain\User Name and Password credentials that have administrative rights on the XenApp Server for agent deployment
   6. Choose ‘Install/Update Agent’

B. Log onto XenApp Server and initiate automatic agent installation.
   1. Open a browser and go to [http://MITServerIP:81/installagent.asp](http://MITServerIP:81/installagent.asp) and replace MITServerIP with the IP address for the MonitorIT Server.
   2. You will be prompted for the installation – accept all requests.

C. Manually install the agent on the XenApp Server
   1. Copy the following files from C:\Program Files (x86)\MonitorIT\Agent\Windows folder to C:\Program Files\MonitorIT on the server or workstation you want to monitor:
      - MIT Agent
      - RpmAgent.exe
- MIT AgentService.exe
- AgentEvents.dll
- MISNMP.dll

2. Next open command prompt (use RunAsAdmin on Windows 2008), and perform the following commands:
   - cd 'C:\Program Files\MonitorIT': Then AgentService.exe -i arg1 82 'C:\Program Files\RpmAgent.exe' arg2
   - Arg1: MonitorIT Server IP address (e.g. 192.168.1.100) so the Agent knows where to connect;
   - 82: This is the default port on which MonitorIT listens for Agents. 
     Note: If you have changed the port MonitorIT uses by default, then make sure that is reflected here.
   - Arg2, OPTIONAL: The name that the Agent uses for this server/workstation when it connects and registers with the MIT Server. 
     For example, AgentService.exe -i 192.168.1.100 82 C:\Program Files\RpmAgent.exe

3. Start the MonitorIT Agent Service. From the command prompt:
   - AgentService.exe –s

   There is no need to reboot the server. The MIT Agent will automatically attempt connection to the MIT Server after about a 30 second delay. Once the MIT Agent connects, it will automatically register.

   Note: If you have multiple farms, you will need to deploy an agent to each collector

II. Enable XenApp Integration and Monitoring

Once the agent is deployed, the XenApp Server is populated in the inventory and ready for XenApp API integration to be enabled

1. Highlight the XenApp Server from the inventory screen
2. Select the ‘Edit’ button at the bottom of the screen

3. Locate the ‘Select Citrix XenApp Monitoring Options’ and check the box to ‘Enable this XenApp Server as the Collector’
**Note:** You only need to designate one XenApp Server as the collector per XenApp farm

4. Check the box to **Enable XenApp Farm Inventory and User Session Data Collection**
Checking this box will enable the agent deployed to the server to begin collecting User Session data and make it available on the XenApp Session display

5. Check the box to **Synchronize XenApp Farm Membership Automatically**
This will enable MonitorIT to automatically discover new XenApp Servers in the Farm, add them to MonitorIT’s inventory, and apply the XenApp Health Check Rules.

**Note:** For MSPs, it is suggested to not choose this option. If you have organized your XenApp Servers into groups by customer, as opposed to farm, then this will organize those servers OUT of the groups.

6. Select the **Save** button to close

7. Finally, Go to **Manage Agents** and deploy agents to the XenApp Farm member servers in order for the automated MonitorIT Health Check to ensure XenApp’s uptime and availability.

8. When these agents connect back to MonitorIT the first time, the XenApp Health Monitoring rules are applied to these servers, and the monitoring begins.

To view the User Session Data now being collected through the XenApp API integration, go to **View > XenApp Sessions.** Alerts and conditions discovered through the XenApp Health Check can be viewed from the main dashboard under the ‘Monitor’ tab.